

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH  
GOREGAON (EAST), MUMBAI**

RFQ No. IGIDR/RFQ/2024/ED/09 Dated 09.05.2024

**REQUEST FOR QUOTATION**

**FOR**

**Annual Contract for Providing Ambulance Service at IGIDR**

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

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Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.  
Telephone: 022 6909 6200/507. Fax: 022 6909 6399.

**SECTION-‘A’**  
**GENERAL INSTRUCTIONS TO BIDDERS**

1. A quotation should be addressed to **The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.**
2. The scanned copy of the quotation is to be submitted through e-mail to [tender@igidr.ac.in](mailto:tender@igidr.ac.in), with the subject of an e-mail mentioned as **“Annual Contract for Providing Ambulance Service at IGIDR,”** respectively. All the required documents should be scanned and merged into a single PDF file or zipped into a single file and attached to the E-mail. **The bid file should be attached as a PDF document/zip file protected with a password, and the password will be shared during bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for bid opening. If a bidder cannot attach a single bid file to an e-mail, they can split their bid and submit in multiple e-mails with mentioning in the e-mail subject as Part-I, II, III.... etc.**
3. The bids will be received **on 31<sup>st</sup> May 2024 at the end of the day.** Each page of the RFQ document is under their stamp and signature. No quotation will be accepted after the due date under any circumstances whatsoever.
4. The E-mail bid with the subject **“Annual Contract for providing Ambulance Service at IGIDR”** shall be opened by the tender opening committee on the following working day, on **3<sup>rd</sup> June 2024, at 02:30 PM through an online meeting platform.** The link to the meeting will be shared with participating bidders. If the Government declares a holiday on the day of opening the bids, the bids will be opened on the next working day at the same time.
5. **Bidders should provide their bid password in a PDF/Zip file when opening the bids. If a bidder can NOT give a password for the bid file at the time of opening, their bid shall be rejected. We encourage the bidder to submit their bid file protected with a password; however, if the bidder cannot submit their bid in a password-protected file, they can also submit a bid without a password.**
6. Quotations shall remain valid for acceptance by the Institute for three months from the date of opening the bid, and the bidder shall not cancel or withdraw the quotation during this period.
7. The bidder must use only the bid forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the RFQ form made by the bidder shall not be valid and be treated as null and void.

8. Rates should be quoted in figures and words in the specified columns. The initials of the bidder/vendor must attest to all erasures and alterations made while filling out the quotation. Overwriting of figures is not permitted.
9. Each page of the RFQ document should be signed by the authorized person or persons submitting the RFQ in token of his/their having acquainted himself/themselves with the terms & conditions of the contract as laid down. Any bid with any of the documents not so signed will be rejected.
10. The rates shall also be firm and not subject to exchange variations or conditions. A quotation must include in their rates applicable GST and any other tax and stamp duty or other levies, whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, stamp duty, or levy, whether existing or future, shall be entertained by the Institute.
11. The intending bidder can obtain any clarifications regarding the RFQ document, nature of work, any other details, etc., if any, by contacting **Mr. Samir Parab** (Administrative Officer) on his mobile- **8097171963** or through e-mail at [administrativeofficer@igidr.ac.in](mailto:administrativeofficer@igidr.ac.in) or from the **Administration Office** of the **Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065** on any Institute`s working day.

I/We hereby declare that I/we have read and understood the above instructions, which will remain binding upon me/us.

Place:

Signature of the Bidder with stamp

Date:

## SECTION-‘B’

### GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with the scope of work and as per detailed instructions of the Institute.
2. In all disputes arising from the work, the matter shall be referred to the **Registrar Indira Gandhi Institute of Development Research, Goregaon**, for a decision.
3. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made and deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in English, and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law. The arbitral tribunal's award shall be final, conclusive, and binding upon the Successful Bidder and the Institute.
4. **Tenure of Contract:** Initially, the contract period shall be for **One** year from the date of award of the work order; however, it can be extended for a further **two** years based on the review of services yearly on the same rates, terms & conditions if services are found satisfactory.
5. **Termination:** If the services of the successful bidder are not found satisfactory, then the Institute may terminate their contract by giving one month's notice period.
6. **Payment Terms:** Payment shall be released on a quarterly basis against submission of the invoice.
7. **Penalty Clause:** A penalty of **Rs.2000/-** will be applied if the ambulance reaches the IGIDR premise later than 15 minutes from receipt of the call or if the successful bidder does not provide the cardiac ambulance with a paramedic on board. If this deficiency increases, the Institute may terminate the contract without assigning any reason or notice period.

I/We hereby declare that I/we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with stamp

Date:

**SECTION-‘C’**  
**PRE-QUALIFICATION CRITERIA**

- **Pre-Qualification Documents to be submitted by the bidder along with quotation:**
  1. The ambulance service provider should have a valid registration/license and fulfill the requirements specified by the local authorities / State Govt. / Central Govt. **(A bidder should submit a copy of the relevant document).**
  2. The bidder should have at least five years of experience in providing ambulance services.
  3. The bidder should submit a copy of PAN and Goods and Service Tax registration (GST).
  4. The bidder should have completed at least **one** contract at any organization/corporate company/Institute for providing Ambulance Service during the last three years. **The bidder should submit a copy of work orders/agreements, etc.**
  5. Bidder should submit a list of at least two clients along with the name & contact number of their representatives.
  6. The registered office or one of the bidder's branch offices should be located in the territory region of MMRDA. **Should submit the appropriate documentary proof.**
  7. The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency **(Submit Undertaking As per Annexure-A).**

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the company letterhead and enclosed in a cover. It is to be submitted along with the quotation (E-mail) duly stamped and signed by the authorized person of the agency. It is mandatory to qualify the bid submitted by the bidder.

- **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1.	Name of the bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-Mail address:	
4.	Details of Registration (number & date) if applicable:	
5.	Month and year in which the firm/company/Society/Trust was formed/ incorporated.	
6.	Type of organization (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., Society/Trust, etc.)	
7.	Enclose a copy of the partnership deed, Articles of Association, or Affidavit (in case of firm)	
8.	Call center number for dialing ambulance service 24x7	
9.	Number of ambulances available with the vendor.	
10.	Response time for providing the ambulance at the site.	
11.	Bank Account Details of Bidder	Account No. Bank Name: IFSC:

**SECTION - 'D'**  
**TECHNICAL BID**

• **Scope of Work for the Service Provider:**

1. The vendor should have a call center service that is available 24/7 for support.
2. The ambulance provided should be a cardiac ambulance with the doctor on board whenever there is a requirement for the same.
3. The ambulance should have adequate medical equipment and trained paramedical personnel.
4. The ambulance should provide unlimited free ambulance rides in case of any requirement throughout the year.
5. The ambulance service will be utilized for the office of the Institute located at Gen. A. K. Vaidya Marg, Film City Road, Goregaon (East), Mumbai:400 065.
6. The contractor is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions specified in the quotation.
7. The contractor shall not sublet, transfer, or assign the contract to any part thereof without the written permission of the Institute.
8. The vendors shall ensure that the ambulance will reach at the earliest after making the call from the Institute. The maximum waiting time is **15 minutes** from receiving the call.
9. In the event of unsatisfactory service from the successful bidder the contract can be terminated immediately without assigning any reason by the Institute.
10. Provide details of Fleet vehicles and Non-Fleet vehicles.
  - a) Number Fleet Vehicles= ..... **Nos.**
  - b) Numbers of Non-Fleet Vehicles= ..... **Nos.**
11. Preferably, the bidder should have their own ambulance service and not be an aggregator.
12. The successful bidder must always provide a cardiac ambulance with a paramedic on board.

Date:

Signature of the Bidder with stamp

**SECTION-‘E’**  
**FINANCIAL BID\***

**Name of Service:** Annual Contract for Providing Ambulance Service at IGIDR

RFQ No. IGIDR/RFQ/2024/ED/09

Date: 09.05.2024

<b>Sr. No.</b>	<b>Description / Particular</b>	<b>Supply of Cardiac ambulance with a doctor on board and adequate medical equipment's &amp; trained Paramedical personnel. Quoted Rate ₹</b>
1	Unlimited free ambulance rides in case of any requirement all around the year for the community members of the Campus of the Institute located at Gen. A. K. Vaidya Marg, Film City Road, Goregaon (E).	
2	Applicable GST @ ____ % Amount ₹	
	<b>Total amount including GST ₹</b>	
3	Maximum Kms. Limit in which the ambulance service can be utilized in the above cost.	<b>35 Kms.</b>
4	Response time for providing the ambulance at the site.	<b>15 Minutes</b>

Total quoted amount in words Rupees...

Place:

Signature of the bidder with stamp

Date:

*\*To be submitted on company letterhead with sign & stamp.*



**ANNEXURE – A\***

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTERHEAD WITH REGARD TO BLACKLISTING/NON-DEBARMENT BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,  
The Registrar  
Indira Gandhi Institute of Development Research  
Film City Road, Santosh Nagar,  
Goregaon (East),  
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, are not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last **five** years.

For M/s \_\_\_\_\_

Authorized Signatory

Date:

*\*To be submitted on the company/firm letterhead with a sign and stamp.*